



# Privacy Policy

Power Mojo, LLC (“Power Mojo”, “we”, “us”, or “our”) recognizes the importance of privacy and values the privacy of our customers and website users. In this Privacy Policy (“Policy”), we describe how we collect, use and disclose information that we obtain about users of our website, <https://www.PowerMojo.com> (the “Site”), our mobile application (the “App”) and the services available through our Sites and App (collectively, the Site, the App and the services available therein are the “Services”). Our Services include the optimization of your energy costs and preferences the selling of electricity. This Policy also outlines your rights and choices regarding the personal information collected about you. Your use of our Services, and any dispute over privacy, is subject to this Policy and any other applicable agreements between you and Power Mojo, such as our Terms of Service and Agency Authorization.

## Information We Collect

**Account and Registration Information** - We collect information (including personal information) about you directly from you. For example, we collect information from you when you register for an account with us, including your name, email address, phone number, account address, payment information and billing information. We may also ask or allow you to submit additional account information, such as secondary email addresses, additional phone numbers, preferences, demographics, profile information, including pictures and other information. You may browse parts of our website without creating an account, however, if you would like to use Power Mojo’s Service, you will need to subscribe as a Member.

Our security policy keeps Personal Information that is stored in our systems protected from unauthorized access. Power Mojo secures personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. Power Mojo systems are configured with data encryption technologies and firewalls. When you send Personal Information to us over the Internet, or we send it to service providers over the Internet, your data is protected by Secure Socket Layer (SSL) technology to ensure safe transmission.

**Customer Support** - We collect personal information you provide when you contact our customer service via email, phone, or chat, related to your inquiry or complaint. We keep a copy of such records in our customer files.

**Newsletters and Updates** - You can also sign up to receive emails and offers from us by submitting your name, email address, and zip code. For information on how to opt-out of receiving newsletters and updates via email, please see below. We may also send you transactional or promotional messages via SMS, provided you have allowed us to do so. You may opt-out of SMS updates at any time by replying STOP to the SMS you received from us or by emailing us your request to [mymojo@PowerMojo.com](mailto:mymojo@PowerMojo.com).

**Information We Collect About You from Third Parties** - We may also collect information about you from third parties, which we append to the information we have collected. This may be information that is readily available on third-party websites.

## PURCHASE INFORMATION

Power Mojo collects payment information necessary to set up the billing for Power Mojo membership and the services and products that you purchase.



If you use a credit/debit card for payment, the information Power Mojo may collect includes card number, card type, CVV, cardholder name, billing address and expiration date.

### **How We Use Your Information**

We may use your personal information for the following purposes:

- Fulfill your request for products and/or services, or respond to inquiries about offerings or services
- Send electronic newsletters
- Generate and analyze statistics about your use of the services
- Provide you with information about the services or required notices
- Detect, prevent, and respond to fraud, intellectual property infringement violations of our Terms of Service, violations of law, or other misuse of the Services

### **How We Disclose Your Information**

We may disclose your information, including personal information as described to you at the time of collection or disclosure or as follows:

**Partners** - If you click an ad or otherwise take advantage of a third-party offer in the Service, we may share certain information, including personal information, with that partner to facilitate your interaction with them.

**Retail Electric Providers** - We may disclose your information to our vendors, service providers, agents or others who perform functions on our behalf. When choosing to purchase products or services by any service provider, you must take into consideration that you will be transacting business directly with this service provider. The information provided will be the same information that would be provided pursuant to a purchase of such product or service by telephone or in person.

Power Mojo provides your personal and purchase information to third-party service providers, as necessary, to enroll you in the services selected. While it is our intention to only work with reputable service providers, Power Mojo encourages you to review the privacy policies of third-party service providers. Power Mojo is not responsible for the privacy statements of other service providers. Power Mojo is not responsible for the security of personal information used to enroll you in third-party services and is not liable for losses resulting from third-party service provider data breaches.

By subscribing to our service, you are authorizing Power Mojo to release your proprietary information to **Retail Electric Providers, Partners, and Business Transfers**.

**Business Transfers** - We may disclose your information to another entity in connection with an acquisition or merger, sale or transfer of a business unit or assets, bankruptcy proceeding or as part of any other similar business transfer, including during negotiations related to such transactions.

**Protecting Rights and Interests** - We may disclose your information to protect the safety, rights, property or security of Power Mojo, the Service, any third party or the public; to detect, prevent or otherwise address fraud, security, or technical issues; or to use as evidence in litigation and to enforce this Policy or our Terms of Service.

**Legal Compliance** - We may disclose your information to comply with applicable legal or regulatory obligations, including as part of a judicial proceeding, in response to a subpoena, warrant, court order or other legal process or as part of an investigation or request, whether formal or informal, from law enforcement or a government official.



**Aggregate and De-Identified Information** - We may disclose aggregate, anonymous, or de-identified information about you for marketing, advertising, research, compliance, or other similar purposes.

### **Cookies and Other Tracking Mechanisms**

We and our service providers use cookies, pixels, java script and other tracking mechanisms to track information about your use of our Sites and App. We or our service providers may combine this information with other information, including personal information, we collect about you.

**Cookies** - Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your web browser for record-keeping purposes. Some cookies allow us to make it easier for you to navigate our Site, while others are used to enable a faster login process or to allow us to track your activities while using our Site. Most web browsers automatically accept cookies, but if you prefer, you can edit your browser options to block them in the future. The Help portion of the toolbar on most browsers will tell you how to prevent your computer from accepting new cookies, how to have the browser notify you when you receive a new cookie or how to disable cookies altogether.

**Clear GIFs, Pixel Tags and Other Technologies** - Clear GIFs are tiny graphics with a unique identifier, similar in function to cookies. In contrast to cookies, which are stored on your computer's hard drive, clear GIFs are embedded invisibly on web pages. We may use clear GIFs (also referred to as web beacons, web bugs or pixel tags) in connection with our Service to, among other things, track the activities of users of our Service, help us manage content and compile statistics about usage of our Service. We and our third-party service providers also use clear GIFs in HTML emails to our customers to help us track email response rates, identify when our emails are viewed and track whether our emails are forwarded.

### **Security**

We have implemented tools that are designed to protect the personal information we collect. However, no transmission over the Internet and no security measures can guarantee 100% security. We also encourage you to take steps to protect yourself against unauthorized access to your device and account by, among other things, choosing a robust password that nobody else knows or can easily guess and keeping your login and password private. We are not responsible for any lost, stolen, or compromised passwords or for any activity on your account via unauthorized password activity.

### **Non-User-Provided Information**

There is information about your computer hardware and software that is automatically collected by Power Mojo. This information can include: your IP address, browser type, domain names, access times, and referring Web site addresses. This information is used by Power Mojo for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Power Mojo website.

### **Access to Your Information**

You may access and update much of the personal information within your profile by logging in and updating your profile information. This includes your contact information, preferences, credit/debit card information and password. Please note that we may retain certain information about you as required by law or as permitted by law for legitimate business purposes. For example, if you request that we delete your information, but we believe that you have violated our Terms of Service, we may retain information about you to attempt to resolve the issue before deleting it.

### **Marketing Communications**

We may send periodic promotional emails to you. You may opt-out of such communications by following the opt-out instructions contained in the email. Please note that if you opt-out of receiving emails about recommendations



or other information we think may interest you, we may still send you transactional emails about your account or any Service you have requested or received from us.

#### **Children**

Our Service is not targeted to children under eighteen (18) years of age, and we do not knowingly collect personal information from children under 18. If we discover that a child under 18 has provided us with personal information, we will promptly delete such personal information from our systems.

#### **Changes to this Policy Contact Us**

This Policy is current as of the Effective Date set forth below. We may change this Policy from time to time, so please be sure to check back periodically. We will post any changes to this Policy on our Site and will take steps to notify you of material changes, such as via email or prominent notice in the App or on the Site.

#### **Contact Us**

If you have questions about this Policy or the privacy aspects of our Service, please contact us at [mymojo@PowerMojo.com](mailto:mymojo@PowerMojo.com) or (832) 632-8360 during normal business hours.